# The KASHbox and DAS

Understanding the Knowledge, Attitudes, Skills and Habits required to achieve the 2021 strategic objectives within the Directorate of Academic Support

The Directorate of Academic Support was newly formed in October of the first strategic pillar of 'Student First' at the University of Wolverhampton. Initial discussions in July 2016 identified three potential challenges:

We decided upon a three step process:

Align individual and team goals to the defined 'ways of working' (defined ' attitudes and habits). Agree measures and ways of measuring. Engage "Every individual and everything we do" in the search for marginal





- The 'bigger picture'
- The chance to get involved
- The opportunity to be heard

| ttitudes and habits re | quired for 2021 – what's the priority?  |   |
|------------------------|---|---|
| OW WE FACE OUR         | • Student / Academic focus (us not them; customer first; positivity                 |   |
| USTOMERS               | towards academics and staff.  |   |
|                        | Open, honest, trust (trusted relationships with senior University                   |   |
| ESPECTFUL              | colleagues, open dialogue, not defensive)   |   |
| RANSPARENT             | User experience at the heart of what we do  |   |
| NCLUSIVE               | Keep respect, keep smiling, less macho  |   |
| AIR                    | Diplomatic  |   |
| ONFIDENT               | Stop apologising  |   |
|                        | <ul> <li>We will move away from can we do – tell us what to do</li> </ul>           |   |
| UR WAYS OF             | Direction   |   |
| VORKING                | Senior managers communicate strategic vision  |   |
|                        | Collaboration   |   |
|                        | <ul> <li>Collaborative working – don't retreat to the silos</li> </ul>              |   |
| OLLABORATIVE           | <ul> <li>Will listen to the needs of stakeholders (perceived or real)</li> </ul>    |   |
| Rofessional            | Cross Directorate service management ethos  |   |
|                        | <ul> <li>Move away from 'Hero' to 'Legions of Heroes' – not thinking and</li> </ul> |   |
|                        | acting in isolation   | ļ |
|                        | Collegiate, unselfish   |   |
|                        | Flexibility   |   |
|                        | Flexible, agile and responsive  |   |

Be clear of responsibility when there is ambiguity

• Accountable (even if it's not in our job description – it's an

Creativity



| ň                | terent  | ~    |
|------------------|---|------|
| NAVIGATION       |   |      |
|                  |   | ×    |
| <b>D</b> AS Ways | of Working Workshops  |      |
|                  | shops ran throughout June - early August.<br>de to attend- don't worry, you can still engag | e by |

| About the Workshop              | + |
|---------------------------------|---|
| Purpose + Aims                  | + |
| Context                         | + |
| Outcomes                        | + |
| Vision                          | + |
| The Training Menu (coming soon) | + |
| KASHbox                         | + |
| Resources                       | + |
| Survey and Feedback             | + |
| Comments                        | + |
| Recorded Session                |   |

Recorded Session The Ways of Working Workshops have now wrapped up. Don't worry if you were unable to attend, as

one of the sessions has been recorded via Panopto capture technology

such as WOW. Staff can find all the information they need to know before and after the workshops. They could also book on to sessions, leave comments and take part in an online survey.

## workshop, felt it was a safe spaceto share their views and would like to participate in símilar future events.



with OD expertise—the introduction of the staff engagement section of the

who volunteered were experienced at the delivery of technical workshops but for some, this was the first behavioural workshop they had delivered.

member of staff from OD. This development activity could not have been

(Professional, Friendly, **Open and Expert) have** been distilled from all of the data and presented back to the Senior Leadership team. Over 100 people have been involved in this -

The activities were highly interactive and encouraged participation. Facilitators reported back that enthusiasm and engagement was